Avaya one-X™ Deskphone SIP 9621G/ 9641G user guide for 9600 Series IP deskphones

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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Chapter 1: Introduction to 9621G and 9641G SIP deskphones

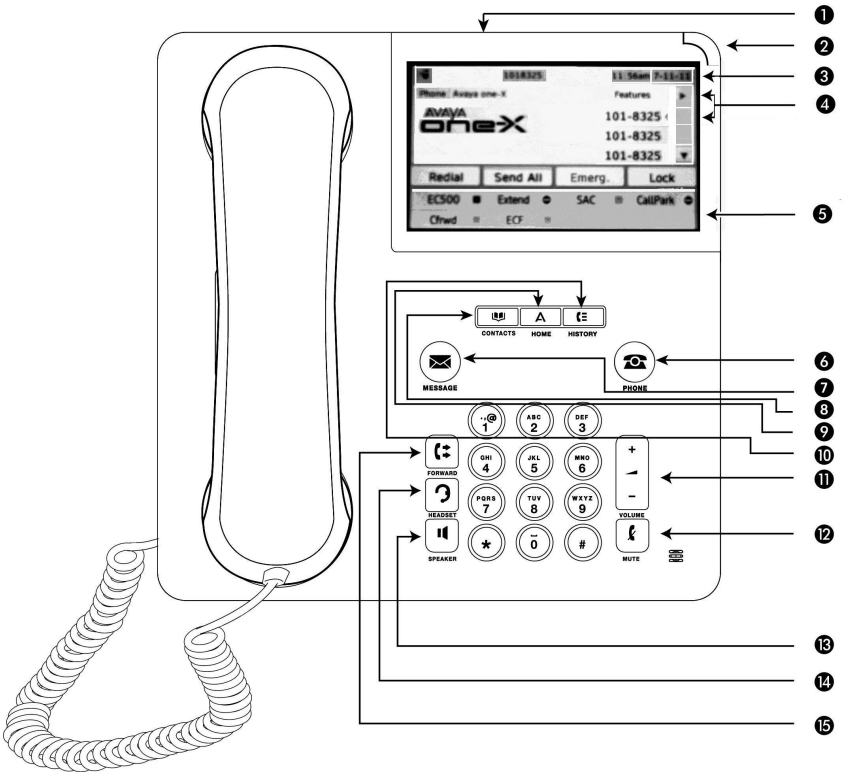
The 9621G and 9641G deskphones provide many features, including a touch-based Phone screen to view and manage your calls, a menu of options and settings, a Contacts list, an integrated WML browser, and voice mail access. The 9621G and 9641G deskphones provide a color LCD display. You can also attach up to three button modules to your deskphone to expand the available number of call appearances and features. The button modules that you attach must be of the same type and model. The 9621G model does not provide a port for button module attachment.

The letter G in 9621G and 9641G indicates the presence of a built-in Gigabit Ethernet adapter that increases data transmission speed. The 9621G deskphone has a smaller display area than the 9641G deskphone and does not have a USB interface. Unless specifically stated in this guide, the two models are essentially the same in terms of features and functionality.

All the functions and features described in this user guide might not be available on your deskphone. If you find that a function or feature is not available, please contact your system administrator.

Overview

The following section describes the display, keys, buttons, and the associated features that are available on the deskphone.



The following table provides descriptions of buttons and features of the 9621G and 9641G deskphones.

No.	Name	Description
1	USB port	The 9621G does not have a USB port.
2	Message waiting indicator	An illuminated red light in the upper-right corner of your phone indicates that you have voice mail. If Visual Alerting is enabled, this light flashes when you receive an incoming call. In addition to the message waiting indicator, the **Message** button is also illuminated when you have voice mail.
3	Phone display	The first line shows status information such as the time and date, primary extension, error indications, Instant Messaging indications, and missed calls. The second line, called the Status Line, provides information, such as when you can use the right or left navigation arrows to view alternate screens or menus. The Status Line also provides messages related to the current application or the actions that you must perform on a screen. Call appearances appear below the Status Line. The number of call appearances available to make or receive calls depend on how your system is administered. The number of lines available on touchscreen deskphones depend on how the Quick Touch Panel (QTP) is administered. For more information, see Setting the Quick Touch panel) on

No.	Name	Description
		page 36. Touch the line to initiate or answer a call. The last display line shows the QTP that displays the options that are administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
4	Features and call appearance lines	On touchscreen deskphones, call-related icons on the lines show the lines that are in use or available for calls. Touch the line to select the line that you want to use. Lines also indicate if a feature or system number is enabled or disabled in the Feature or System Numbers view.
5	Quick Touch Panel (QTP)	The QTP displays the options that are administered for the extension such as EC500, Call Forwarding, or Extended Call Forwarding.
6	Phone	Press **Phone** to view the Phone screen. During a call, you can gain access to the following options from the Phone screen: • Hold • Conference • Transfer • Drop call
7	Message	Press **Message** to connect directly to your voice mail system. This button is illuminated when you have voice mail messages waiting.
8	Contacts	Press **Contacts** to view the entries in your contact list.
9	Home	Press **Home** to gain access to the Home screen to configure options and settings, access the browser and or any applications available to you, log out, or view network information.
10	History	Press **History** to view the history of your outgoing, incoming, and missed calls. The icon on the **History** button is illuminated when you have missed calls. The top line shows the **Missed Call** icon and the number of calls that you have missed.
11	Volume	While on an active call, press **+** or **-** on the **Volume** button to adjust the volume of your handset, headset, or speaker. While you are not on an active call, pressing these buttons adjusts the ringer volume.
12	Mute	Press the **Mute** button to mute a call in progress. To take a call off mute, press **Mute** again.
13	Speaker	Press the **Speaker** button to use the speakerphone. To take a call off speakerphone, lift the handset or press the **Headset** button.

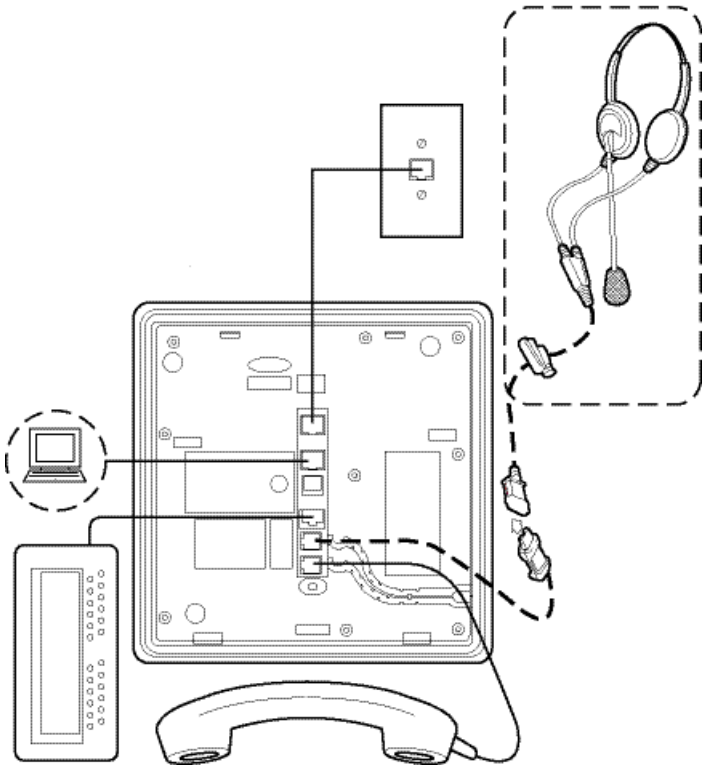
No.	Name	Description
14	Headset	Press the **Headset** button to use the headset if connected. Note: Only HIS headset cords are compatible with your phone.
	Forward	Press **Forward** to display the Forwarding menu.

About connection jacks

The following image illustrates the connection jacks that are present on the back panel of Avaya one-X Deskphone 9621G and 9641G models. The image schematically describes which device to connect in which jack.

Note:

9621G does not support a button module.



Scrolling and navigation

Use the up and down arrow buttons on the right side of the screen to scroll up or down the list.

If Busy indicator, System Numbers, or Autodial buttons are administered on your deskphone, you can touch **More** on the Features list to see these buttons.

When you touch the details button, a blue, right-facing arrow, you can view more information about the item. For example, if you touch the arrow to the right of a contact name, the deskphone displays a screen with all the numbers that you have stored for that person.

You can touch a line or softkey or touch the onscreen softkey labels. Softkey labels change according to the context. For example, you can touch a contact to place a call to that person and touch a line on the Phone screen to answer an incoming call, to go off hook, to place a call, or to resume a call on hold.

You can also gain access to the Phone screen or the Home screen anytime by pressing the appropriate buttons on the deskphone.

About icons

Icons indicate the state of a call, navigation choices, call history types, contact telephone types, feature status, Home screen applications, and options. Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active or that you have missed calls in the Call History. Other icons display on call appearance lines to show call states or feature status. Icons also appear on application screens like the Contacts list and call History.

The icons you might see on your touch-based deskphone are described in the following table, grouped into the screens or applications to which they apply.

Home screen icons

Home screen icons are touch-based. Using these icons, you can initiate actions like changing telephone settings, gaining access to the Favorite numbers to add or change the numbers, or cleaning the display screen. Your administrator might make other, optional Home screen icons available to you that do not appear in this table. Your system administrator can provide information about optional applications.

Icon	Description
	Designates the general phone number for a favorite Contact. See Setting up favorites for more information.
	Designates the home phone number for a favorite Contact. See Setting up favorites for more information.
	Designates the work phone number for a favorite Contact. See Setting up favorites for more information.
	Designates the mobile phone number for a favorite Contact. See Setting up favorites for more information.
	Tap to gain access to the WML Browser application.
	Tap to gain access to the Settings menu.
	See more Home screen icons.
	See previous page of Home screen icons.
	Tap to gain access to the Main Menu Clean Screen option.
	Indicates an energy-saving measure. When you tap this icon, the display backlight turns off. When the backlight is off, any activity on your deskphone turns the backlight on.
	Tap to gain access to the Main Menu Log out option.
	Tap to gain access to the Main Menu Network info options.
	Tap to gain access to the Screen & Sounds Options menu from the Options & Settings menu.
	Tap to gain access to the Call Settings menu from the Options & Settings menu.
	Tap to gain access to the Application Settings menu from the Options & Settings menu.

Icon	Description
	Tap to gain access to the Language & Region menu from the Options & Settings menu.
	Tap to gain access to the Advanced Settings menu from the Options & Settings menu.
	Tap to gain access to the Speed Dial assignment menu from the Options & Settings menu.
	Tap to gain access to the Favorites assignment menu from the Options & Settings menu. This feature is designated a favorite. For more information, aee Setting up favorites.

Contact and call history icons

These icons indicate the Call History types, Contact phone types, and navigation choices.

Depending on their purpose, some icons appear on the top line, for example, to notify you that you have missed calls in the Call History. Other icons display on call appearance lines, for example, the Detail icon to the right of a Contact name lets you navigate to that contact's detail information. Icons also appear on application screens like the Contacts list and call History.

Icon	Description
	Details button. Touch to display more information about a line item or to access related information screens.
	Call History — all calls.
	Call History Missed call.
	Call History Outgoing call.
	Call History Answered call.
	Contact — Home telephone number.
	Contact — Mobile Telephone number.

Icon	Description
	Contact — Work telephone number.
	Contact — Delete individual numbers for a contact.
	Contact — Favorite.
	Presence icon indicating a Contact whose presence you want to track. Touch this icon to indicate you want to set up presence tracking on the Contact detail screen and enter a phone number or URI/URL to be tracked for this Contact.

Feature-related icons

Depending on their purpose, some feature-related icons appear on the top line, for example, to notify you that the Send All Calls features is active or if a system failover is occurring. Other icons display on the Feature Menu to indicate whether the individual features listed are active or inactive.

Icon	Description
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 101 for information.
	Send All Calls feature is activated.
	Feature is activated.
	Feature is off (not activated).

Presence icons

These icons indicate the status of a team member whose presence you are tracking.

Icon	Description
	Presence icon signifying this contact is available; the contact whose presence is indicated is registered (logged in) and that phone is in an idle state.
	Presence icon signifying this contact is currently on his or her phone; Busy indicator.
	Presence icon indicating this contact is not logged in (unregistered).
	Presence icon indicating this contact's phone is busy with the Send All Calls feature active. This icon also designates that a feature is not available at this point of a call.
	Presence icon indicating the screen saver on this contact's phone is on, or the phone is locked.
	“No Presence Available” icon indicating that although you set up presence tracking for this contact, telephone server differences prevent this contact from being tracked.
	Presence icon indicating this contact is in a conference call.

Presence icons appear when you set up the person as a contact and indicate you want to track that person's presence by entering the phone number or URI you want used for tracking.

Note:

Depending on how your phone system is set up, presence tracking may not be available for all system users.

Call-related icons

These icons indicate the state of a call, call-related features, navigation choices, or other icons that may appear on the Phone screen.

Depending on their purpose, some icons appear on the top line, for example, to notify you that a headset is active. Other icons display on call appearance lines to show call states.

Icon	Description
	Incoming call is ringing.
	This call appearance line is not currently in use.

Icon	Description
	Call is active.
	You placed this call on hold.
	Your calls are being forwarded.
	A bridged call appearance is in use.
	EC500 is on.
	A conference call is active.
	You placed a conference call on hold.
	Speakerphone volume is being adjusted.
	Headset volume is being adjusted.
	Details button. Touch to display more information about a line item or to access related information screens.
	The call in progress is muted.
	The ringer volume is off due to pressing - on the **Volume** button until the volume turns off. To reinstate volume, press + on the **Volume** button.
	Icon indicating the telephone is not connected to its network and is operating in "failover" mode. Some features may not be available or work correctly. See Limited access during failover on page 101 for information.
	Your administrator may place this icon on one of your softkeys as an energy-saving measure, or it may appear on the Settings menu. Touching this icon turns the display backlight off. When the backlight is off, any activity on your telephone turns it back on.

Adjustable stand and display screen

You can adjust the display screen as required. To move the display screen, gently pull from the top of the display screen towards you even as you hear clicking sound. Each of these clicks indicates a locking position. You can push the screen back to return to the original flat position.Gently pull the display screen all the way towards you and push to return it to its original flat position.

The phone can be placed on the stand in a flat position or at an angle.If you have placed the phone vertically for wall mounting, reverse the tab located under the switchhook in the top ear piece pocket on the phone to ensure that the handset is in the correct position. You need a small screwdriver to lift the tab after it is reversed.

Using the On-screen Keyboard

A keyboard appears on the screen when you add or edit a contact name or number, or when you personalize labels for your call appearances or features. You can switch between alphabetic and numeric keyboards, and you can use the keyboard to enter symbols and accented letters.

The following diagrams help you to understand how to add or change names, telephone numbers, or labels. Touching and holding the backspace button produces an automatic repeat action where the letters are cleared one by one moving backwards as long as you keep

pressing the Backspace button. Touch the **Done** check mark when you finish editing. Use the **Cancel** mark to discard any edits and return to the previous screen.

Figure 1: Text Entry Keyboard

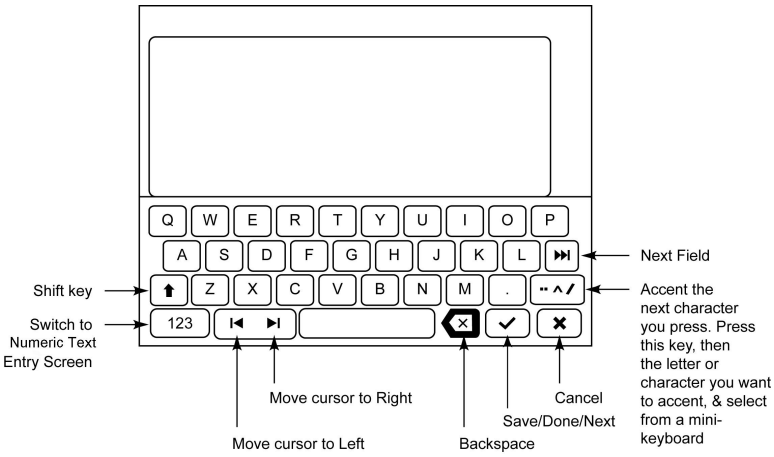
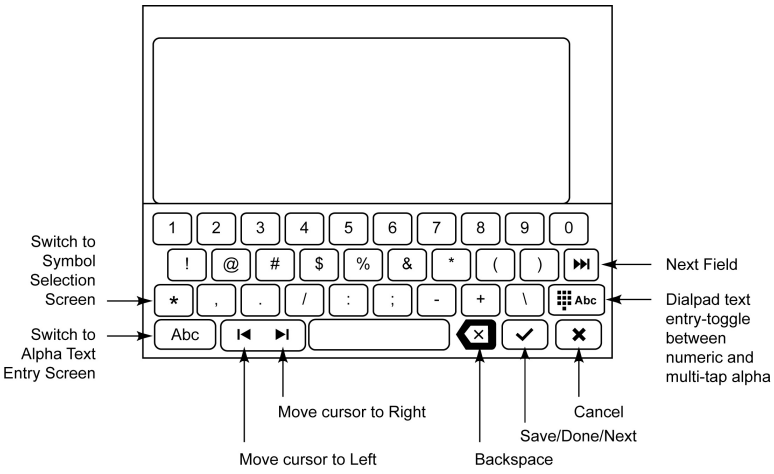


Figure 2: Numeric Entry Keyboard



Cleaning the screen

Clean the touch screen periodically to remove fingerprints and other marks by using a soft, slightly damp, lint-free cloth. From the Home screen, select **Settings** and then select **Touch Screen Cleaning** to disable the touch screen so that you do not initiate an action or application. Follow the instructions that appear and press any phone button when you complete cleaning.

⚠ Warning:

Use plain water or a cleaner specifically designed for LCD, computer, or touch screens. Do not use harsh chemicals, window cleaner, abrasives, aerosol sprays, ammonia, or solvents to clean the touch screen. Do not let the cleaning liquid enter the phone through the openings.

Viewing Network Information

Your system administrator might ask you to check certain phone or network settings to investigate problems. You can obtain network information from HOME>Settings >Network Information.

Network Information has seven different screens for viewing the options:Audio parameters, IP (Internet Protocol) parameters, Quality of Service, Interfaces, 802.1X Parameters, Miscellaneous, and Diagnostics.

Your system administrator will instruct you further as to which network information options and settings are needed.

Chapter 2: The Home Screen

Press the Home button under the display to access the Home screen. The Home screen has icons that let you access your telephone's options and settings to adjust or customize them, view your phone and network settings, use Favorite buttons, clean the screen, access your calendar (if available), and log out.

You can set up speed dial icons and Favorites to appear on your Home screen. See Setting up speed dialing on page 29 and Setting up favorites on page 30, respectively. Your administrator may make other Web-based applications available on your Home screen, for example, a corporate directory or support page. To invoke any application you see on the Home screen, touch its icon. If you have designated more than nine Favorites, or your administrator has enabled more than eight total WML and Avaya-provided applications, you have a second page for your Home screen. Touch the scroll bar on the right side of the Home screen to view the next page.

See Options & Settings for more information.

If you have a Calendar application, you can review appointments and reminders. See Integrating other applications with your phone on page 39 to set up your calendar preferences and Using the Calendar on page 85 for information on working with this feature.

The exact content of your Home screen depends on how your administrator has set up your system but it always includes Settings, which displays a menu that lets you change your call settings, the language in which information displays on the screen, the way your screen looks and sounds, clean your screen, log your phone out, and more.

Note:

The Settings options that appear depend on how your extension was administered. Some options described in this guide may not be available to you.

Options and Settings

The Settings menu contains choices for:

- Options & Settings
- Network Information
- Light Off
- Touch Screen Cleaning

- About Avaya one-X
- Log Out the extension

The Options & Settings menu provides access to:

- Call Settings, including choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.
- Assign Speed Dial Entries, to set up speed dialing for numbers you call often.
- Assign Favorite Entries, to set up favorite contacts you can dial directly from the Home screen.
- Application Settings, including choices for personalizing button labels, for turning call History on or off, and for including bridged calls in your call History.
- Screen & Sound Options, including choices for adjusting your phone's brightness, changing the ring pattern, call pickup alerting, selecting a different display language, showing the quick touch panel, and setting button clicks and tones.
- Language & Region, to change the language on your display or to set the time display to a 12 or 24 hour format.
- Advanced Options, to set Automatic Gain Control (AGC) for your headset, handset, and/or speaker audio and to set up your calendar options to integrate the Microsoft Exchange Server calendaring feature with your deskphone.

Network Information shows summaries of network-related parameters for your phone, often used in troubleshooting with your administrator. For more information, see Viewing Network Information on page 21.

Light Off lets you turn the display backlight off, to save energy. When you next use the phone, the backlight comes back on.

Touch Screen Cleaning disables the display so you can remove fingerprints or other marks from the touch screen. For more information, see Cleaning the screen. on page 20

About Avaya one-X provides the release number of your telephone software.

Log out is used when you want to sign off the phone, to protect your settings or to allow another user to log in to your phone. Logging out prevents unauthorized use of your phone. Log out does not display unless your phone (and any associated button module) is in an idle state.

Note:

Setting the Phone Screen on calling

About this task

To automatically display the Phone screen when you make a call, set **Go to Phone Screen on Calling** to Yes.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. On the Call Settings menu, touch **Phone Screen on Calling** to change it from Yes to No or No to Yes.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting the Phone Screen on ringing

About this task

To automatically display the Phone screen when you get an incoming call, set **Phone Screen on Ringing** to Yes.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. On the Call Settings menu, touch the setting to change it from Yes to No or No to Yes.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Displaying call timers

About this task

You can set your call settings to display the duration of calls. You can turn the call timer display on or off.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. On the **Call Settings** menu, touch **Display Call Timers** to change the setting from Yes to No or No to Yes.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting redial options

About this task

To display a list of the last numbers you dialed, or to dial the last number you dialed, you can use the **Redial** option.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. On the Call Settings menu, touch **Redial** to change it from List to One Number or One Number to List. The list displays the last six numbers from or, to which calls were made when you touch Redial. Touching Redial dials the last number called.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Configuring visual alerts

About this task

When the Visual Alerting option is turned on, incoming calls cause the LED in the top right corner of the phone to flash. You can turn Visual Alerting on or off.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. On the **Call Settings** menu, touch **Visual Alerting** to change it from Off to On or On to Off.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting mute alerting

About this task

You can set Mute Alerting to notify you audibly and/or visually if you start speaking when a call is muted. If you choose Audible, the deskphone will beep once if you start talking while the call is muted. If you choose Visual, the Status line will display a flashing message to remind you that the phone is muted if you start speaking when a call is muted. If you choose Both, the Status line displays a flashing message and you receive an audible “beep tone” if you start speaking while the phone is muted.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Select **Call Settings**.
5. On the Call Settings menu, touch Mute Alerting to change the setting from None to Audible, from Audible to Visual, or Visual to Both (visual and audio).

Note:

Setting the value to Audible, Visual or Both causes the Mute Alert toggle feature to display on the Phone screen.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting the audio path

You can set your phone to go off-hook on the Speaker or the Headset when you make an on-hook call.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. On the **Call Settings** menu, touch **Audio Path**.
6. Touch the setting to toggle between the available choices.
   - If the current setting is Speaker, touching that line changes the audio path to Headset.
   - If the current setting is Headset, touching that line changes the audio path to Speaker.
7. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting dialing options

About this task

Your phone has two dialing options. You can dial as you normally would, for example, pick up the handset, get a dial tone, and dial the number you want as in off-hook dialing. You can also set the Edit dialing option which mimics how you dial a call on a cell phone - you can enter all or part of the number, backspace to correct a digit if needed, and when ready, initiate the dialing process using a softkey.

Note:

Edit dialing feature may not be available on your extension, depending on how your system is administered.

Procedure

1. Press **Home**.

2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Call Settings**.
5. To change theDialing option from On-hook to Editable or Editable to On-hook, touch **Edit Dialing** on the **Call Settings** menu.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Toggling caller name and number

About this task

Use this procedure to toggle the caller name and the caller number if the caller name is too long to fit in the Deskphone screen.

Procedure

1. Press **HOME**.
2. On the home screen, touch **Settings**.
3. Touch **Option & Settings**.
4. Touch **Call Settings** .
5. Touch **Toggle Caller Name and Number** to change the value from Yes to No, or vice versa.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting up speed dialing

About this task

You can assign speed dial numbers to up to 10 people in your contact list. Then when you want to call a speed dial contact, simply touch the number you've assigned to that person.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch Options & Settings
4. Scroll to and touch Assign Speed Dial Entries....

If your telephone does not display the Assign Speed Dial option, your administrator has not made this feature available.

5. To un-assign an existing speed dial contact, scroll to the line you want to un-assign and touch that line. Proceed to the next step to reassign that number.
6. To add a speed dial contact, scroll to the first unassigned line and touch that line.
7. Scroll to the contact you want to assign and touch that line.
8. Select the telephone number you want to assign.

Setting up favorites

About this task

You can create a list of up to nine favorite contacts or features for quick access. The contacts and/or features on your favorites list display as you scroll past your last call appearance.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch Assign Favorite Entries....

   If your telephone does not display the Assign Favorite Entries option, your administrator has not made this feature available.
5. To add a favorite contact, select an assignment line and touch the **Contacts** softkey. To add a favorite feature, select an assignment line and touch the **Features** softkey.
6. If you are assigning a favorite contact, select the telephone number you want to use to call this favorite person.

Next steps

To call a favorite contact or access a favorite feature, scroll down through your call appearances. When the favorite contact or feature displays, touch the line on which it appears. Then touch the applicable softkey to call the person or activate the feature.

Personalizing labels

About this task

You can change the labels that are displayed for your extensions, features, and system numbers or speed dial buttons. For example, you can change the label for your extension to

My Line. If you have a button module attached to your deskphone, you can change any of those labels. For example, you can change a Help Desk extension to read *Help Desk*. For information on editing Autodial button labels, see Assigning labels to pre-assigned (Autodial) numbers.

Procedure

1. Press **Home**.

   Note:

   To edit a label on an attached Avaya BM12 Button Module, press the **Edit** button on the module and proceed to Step 7.

2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Application Settings**.
5. On the **Application Settings** menu, touch **Personalize Button Labels**.
6. Touch either **Extensions** or **Feature** labels, depending on which type of label you want to personalize.
7. Touch the label you want to edit.
8. Use the **Edit** keyboard to type the new label using up to 15 characters. For information about using the keyboard, see Using the On-screen Keyboard on page 19.
9. Touch the **checkmark** to save the new label or **X** to return to the menu without saving.
10. You can revert back to the default button labels by selecting **Home** > **Settings** > **Options & Settings** > **Application Settings** > **Restore Default Button Labels** and touching **Default**.

Adjusting the display brightness or contrast

About this task

These settings adjust the brightness of either the deskphone or an attached Button Module, or the contrast of an attached button module. You cannot adjust a deskphone's color display contrast.

Note:

You can adjust only the brightness of the 9621 IP deskphone and not the button module as the deskphone does not support button module.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen & Sound Options**.
5. On the Screen & Sounds menu, touch **Brightness** or **Contrast**.
6. Touch either Phone or Module, depending on the brightness or contrast of the item that you want to adjust. If more than one button module is attached, additional Module lines appear.

   Note:

   You can adjust the contrast of an attached button module and not the color display screen.
7. Touch the desired level on the bar indicator to adjust the brightness or contrast, depending on which attribute you are adjusting.
8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Turning large text on or off

About this task

Note:

The large text option is available only for the English language.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen & Sound Options**.
5. On the **Screen & Sounds** menu, touch **Text Size** to change it from .Normal to Large or Large to Normal.

   Note:

   Selecting the Large Text option causes any attached button module to display large text as well.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Choosing your ring tone

About this task

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, touch **Personalized Ringing**.
6. If you see a Scroll Bar, scroll to see the full list of ring tone options. Otherwise skip this step and proceed to the next step.
7. Touch the ring tone which you want to use.
8. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Setting a call pickup ring tone

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Select Screen & Sound Options.
5. Select Call Pickup Ring Type.
6. Touch the desired line to listen to the ring tone.
7. Repeat the last step until you find the ring tone you want for calls within your pickup group.
8. Touch **Save** to make your selection your call pickup ring tone or **Cancel** to return to the menu without saving.

Setting call pickup alerting indication

About this task

You can set call alerting to notify you visually and/or audibly when you receive an incoming call.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Access the **Screen & Sound Options**.
5. On the Screen & Sound Options menu, touch Call Pickup Indication. Repeatedly touch Call Pickup Indication to scroll through the possible settings of Audible, Visual, Both (visual and audible), or None (no call pickup alert indication).
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Changing the background logo

About this task

If your system administrator has set up an alternate background choice, you can change the logo your screen displays.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch Options & Settings.
4. Touch Screen and Sound Options.
5. Repeatedly touch Background Logo to scroll through the possible logo choices.
6. Touch **Save** or **Cancel** to return to the menu without saving.

Turning button click sounds on and off

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch Options & Settings.
4. Touch Screen and Sound Options.
5. Touch Button Clicks to change it from On to Off or Off to On.
6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Turning error tones on or off

About this task

If the **Error Tones** option is On, your deskphone produces an audio message when you press a button that is not valid or when you exceed the size of a text field. To disable audible error beeps, set the **Error Tones** option to Off.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen and Sound Options**.
5. To change the **Error Tones** from On to Off or Off to On, touch **Error Tones** on **Screen and Sounds** menu.
6. To save the setting, touch **Save**. To return to the menu without saving, touch **Cancel**.

Setting Key Repeat Delay

About this task

Key repeat delay is the interval of time for which you need to keep a key pressed to repeat the action.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen & Sound Options**.
5. Touch **Key Repeat Delay**.
6. Use the right or left arrows to change the value. The available values are:
   - No Repeat
   - Default
   - Short
   - Long
   - Very Long

   Note:

   For you to see this feature, your system administrator must first enable it for your Deskphone.
7. Touch **Save**.

Setting the Quick Touch panel

About this task

When you use the Quick Touch panel, the Phone screen provides access to your features or call appearance buttons at a glance. You can set the Quick Touch Panel to display one or two lines, or not display any lines. Displaying the Quick Touch panel can limit your call appearances display to three lines at a time.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Screen and Sound Options**.
5. On the **Screen and Sounds** menu, touch **Show Quick Touch Panel** , then touch the **Right** softkey to change the setting from 1 Line to 2 Lines, from 2 Lines to 0, or from 0 to 1 Line.

6. Touch **Save** to save the setting or **Cancel** to return to the menu without saving.

Changing the display language

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch Language & Region.
5. On the Language & Region menu, touch **Language**.
6. Touch the language to which you want to change.
7. Touch **Yes** to confirm the selected language or **No** to return to the language list without changing the language.

Setting the time format

You can change the way the time displays on your screen. The time format is either 12 or 24 hours.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch Options & Settings.
4. Touch Language & Region....
5. Touch Time Format to change from 12 hours to 24 hours or 24 to 12..
6. Touch **Save** or **Cancel** to return to the menu without saving.

Turning automatic gain control on or off

About this task

The automatic gain control (AGC) automatically adjusts the audio output level to achieve a constant and better quality audio.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch Options & Settings.
4. Touch Advanced Options.
5. On the Advanced Options menu, touch Automatic Gain Control.
6. Touch the line with the device (Handset, Headset, or Speaker) for which you want to turn AGC on or off.
7. Touch **Save** to save your setting.

Configuring Hearing Aid Compatibility

Procedure

1. Press the **HOME** button.
2. Touch **Settings**.
3. Touch **Option & Settings**.
4. Touch **Advanced Options**.
5. Touch **Handset Equalization Operations**.
6. Touch the line you want to change the value of:
   - Default
   - Audio Opt.
   - HAC Opt.
7. Touch the right or the left arrow softkey to change the value of the field that you have selected.
8. Touch **Save**.

Audio Opt. stands for audio optimization, and HAC Opt. stands for hearing aid compatibility optimization.

Integrating other applications with your phone

About this task

If your administrator has set up this option, you can integrate Microsoft applications like the Microsoft® Exchange Server calendar and contacts with your phone. First, establish your credentials by entering your user name and password you use for Microsoft Exhange Server email purposes and the location of your Exchange Server. After establishing your credentials, you can set your calendar preferences.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch Options & Settings.
4. Touch Advanced Options.
5. On the Advanced Options menu, touch Exchange Integration.
6. If you have already set up your credentials and do not want to change them, proceed to Step 9. To establish or change your credentials, select **Email Name & Password** and enter the following:
   - your Microsoft Exchange server email user name,
   - your Microsoft Exchange server email password,
   - the location (domain/ip address) of the server on which Microsoft Exchange runs), and
   - whether you want to be prompted to enter your user name and password every time you access Microsoft Exchange calendaring on your phone; use the **Change** softkey or touch this line to change this setting from No to Yes or Yes or No.
7. Touch the applicable line and use the dialpad to type your credentials.
8. Touch **Save** to save your settings and preferences.
9. To set or change your calendar preferences, select **Calendar** and indicate/enter the following:
   - whether or not you want your phone to activate the calendaring feature; touch the line to change this setting from Yes to No or No to Yes.
   - whether or not you want your phone to remind you of items on your calendar; touch the line to change this setting from Yes to No or No to Yes.

- if you want to be reminded of calendar items, indicate in minutes how far in advance you want to get a reminder for your appointments. For example, setting the value to 120 will cause a popup/reminder to appear two hours before the appointment start time and setting the value to 5 will cause a reminder/popup to appear five minutes before the start time of appointment. Setting the value to 0 minutes will cause the reminder to be displayed at the start time of the appointment. Use the dialpad to enter numbers; use the **Backspace** softkey to remove an existing value, then use the dialpad to enter the new value.
- whether you want the appointment reminder to reappear after a “snooze” period in minutes you specify. For example, setting the Exchange Snooze Timer value to 5 will cause a Reminder popup to reappear five minutes after you have “snoozed” it.
- whether or not you want to hear a tone with a reminder popup window; touch the line to change this setting from Yes to No or No to Yes.

10. Touch **Save** to save your settings and preferences.

Note:

When Exchange calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen.

Browser

Your deskphone includes WML Web browser capability to use additional applications. The applications available through the Web browser vary depending on how your system administrator has configured your deskphone. If you have any questions, contact your system administrator.

. To open the browser, press the **Home** button. Then touch the browser icon on the display. If you do not see the Browser icon on the Home screen, Web applications are not available for your deskphone.

Using the WML browser

Procedure

1. Press **Home**.
2. Touch **Browser**.
   The WML browser opens the home page.

3. Touch a link to open.
   The browser opens the link.
4. Touch Cancel to stop loading the current page.
5. Touch Refresh to reload the current page.
6. Touch Home to open the home page.
7. Press the **PHONE** button to close the browser.

Making a call using a *Click to dial* link

About this task

You can make a call using a *Click to dial link* on a Web page or any other screen that provides a dialing link. Typically, a handset icon indicates a line with this type of link.

Chapter 3: Answering a call

About this task

When you receive an incoming call, the phone selects the incoming call automatically. However, if you are already on a call or if you receive more than one incoming call at a time, you may need to select the call you want to answer manually.

The phone displays an incoming call as a green line with a ringing bell icon. To answer the call, touch the call appearance line.

Note:

The procedure for answering a call might vary depending on how your phone is administered.

If you do not have the Go to Phone Screen on Ringing option enabled and if the Phone screen is not displayed, incoming calls display on the top line of the screen. You can touch the line to answer the call.

Procedure

Answer an incoming call in one of the following ways:

- If you are not on another call, lift the handset, touch the ringing call appearance line, press **Speaker**, or **Answer** to answer the call using the speakerphone, or press **Headset** to answer using the headset.
- See Setting the Go to Phone Screen on ringing option.

Note:

To automatically display the Phone screen whenever you receive an incoming call, set the Phone Screen on Ringing option to Yes. For more information see Setting the Go to Phone Screen on ringing option.

Chapter 4: Making a call

About this task

If you are not on a call, simply dial the number you want to call. If your dialing option is set to "editable" you can edit the number as you enter it, then call it using softkeys; see Making a call using edit dialing on page 47 for information. Use the Phone screen to view and manage calls. Press **Phone** to view the main Phone screen at any time. When the Phone screen is displayed, press **Phone** to move to the top of the call appearance list; press **Phone** again to display the Home screen, if desired.

Procedure

1. Lift the handset, or press **Speaker** or **Headset** (if applicable) or touch an idle call appearance line.
2. Dial the number you want to call. If you have a favorite icon on the Home screen for the person you want to call, just touch that icon to initiate dialing.

Making an emergency call

About this task

You do not have to be logged in to make an emergency call. If emergency calling was set up by your system administrator, the Phone screen has an Emergency softkey to immediately connect you with a preset emergency services number.

Your system administrator can configure the *PHNMOREEMERGNUMS* parameter in the settings file for your extension with ten additional emergency numbers. If a user dials any one of the specified emergency numbers, the deskphone will handle the call as an emergency call even if the telephone is in the locked or unregistered state.

Avaya recommends that for phones connected to SES, only one emergency number should be defined. For use with third-party gateways, refer the relevant Application Notes for necessary provisioning to enable the configuration.

Important:

During telephone failover (switching between telephone system servers during a system failure) the Emergency softkey may not be available until your telephone is connected with an alternate server, usually within several seconds.

Procedure

1. . Touch the **Emerg.** softkey. If you do not see an **Emerg.** softkey, or if the phone display does not show the Phone screen CA filtered view, press the **Phone** button, then touch the **Emerg.** softkey.
2. If the deskphone prompts "Do you want to make an emergency call?", touch the **Yes** softkey.
   Some call servers will call back to confirm the emergency status. The phone automatically answers the incoming call on the Speaker by going off hook.
3. To end the emergency call, touch the **End Call** softkey or press the **Speaker** button.

Clearing a number

Procedure

Touch **BkSp** to erase all dialed digits and enter a new number.

Redialing a number

Procedure

1. From the Phone screen, touch **Redial**.
   The last number is redialed or a list of the most recent numbers that you have dialed appears from which you can select a number to redial. For information in redial settings, see Setting Redial Options on page 26 .

   Note:

   The last number dialed and redial list are cleared if the Outgoing Call Log is cleared.

   Note:

   Your system administrator can disable Redial functionality.
2. Touch the number you want to redial.

Making a call using edit dialing

Before you begin

Your system administrator has to authorize this function. To set up edit dialing, see Setting dialing options on page 28.

About this task

Using Edit dialing feature, you can edit the number before actually dialing by using the **Bksp** softkey. Using softkeys, you can change the number/character format or backspace to "edit" the number before actually dialing it.

Procedure

1. From the Phone screen, enter the number you want to call.
2. To edit the number, touch the **X** softkey to erase the previous character, one character at a time. To move the cursor forward or backward use the Right or Left Arrow softkeys. To change the character format, touch the **Abc** softkey. To cancel dialing, touch **Cancel**.
3. Touch **Call**.

Making a call using URI dialing

About this task

When you have the edit dial option enabled, you can make a call using the URI dialing feature. To make a call using URI dialing, you must know the URI of the extension that you want to call.

Procedure

1. Enter the number that you want to call.
   a. Touch the backspace softkey (**X**) to delete the charactes you have entered.
   b. Touch the **ABC**, **abc**, or **123** softkey to change between the input methods.
2. Enter the complete URI that you want to call.
3. Touch **Call**.

Calling a person from the contacts list

About this task

You can call a contact in your contacts list by touching the name in the list. You can find a name by scrolling to it, or by using the search box. Use the dialpad keys to enter the first few letters of the name and the screen will scroll to the first match in your list. When you find the entry you want, touch that line to dial the primary number of that contact. If you have entered additional numbers for that contact, you can touch the **Details** button to see them, and then touch the number you want to dial.

Procedure

1. Press the **Contacts** button.
2. Locate the contact you want to call by typing the name of the person as listed.

   For example, if you added John Smith to your contacts List as “Smith, John”, start typing his last name rather than his first name. Each time you press the dialpad, the list display shifts to match your input. Alternately, you can scroll up or down to locate the contact.
3. To call the contact's primary number, touch the line on which the contact name appears.
4. To call a non-primary number, touch the **Details** button to move to the detail information fields for the contact, then touch the desired number.

Calling a person from the call history

Procedure

1. Press the **History** button.
2. Touch the appropriate icon at the top right of the screen to view All Calls, Missed Calls, Answered Calls, or Outgoing Calls.

   For icon descriptions, see About Icons.

   Depending on administration, returning a Missed Call may result in that call history entry being deleted when the calls goes through.
3. If you don't see the name of the person you want, scroll down until the name displays.

4. When you see the name of the person you want to call, touch the number to dial the corresponding number.

Dialing an E.164 number

About this task

E.164 is a standard format of international public telephone numbering. An E.164 number can have up to 15 digits, preceded by a “+”. Use the following procedure to dial an E.164 number.

Procedure

1. Lift the handset.

   If you are using speakerphone, press **SPEAKER**, or touch an idle line. If you are using a headset, press **HEADSET**.

2. Touch the “+” softkey.

   Note: Touch the * key twice to display the + sign.

3. Dial the number you want to call.

Chapter 5: Initiating a group page

About this task

Using the Group Paging feature, you can make a call to a group of users that your system administrator has set up for you. A group page supports only one-way audio. That is, when you initiate a group page, only you can speak. When you initiate a group page, the page continues till you end it. However, the participants can drop out from the page individually.

To initiate a group page, you must know the group pilot number of the group that you are trying to send a page to. To know about the group pilot number, contact your system administrator.

Procedure

1. Dial the group pilot number.
   The extensions in the group that you are calling auto answer the page. Wait for seven seconds before you speak, the deskphone waits for seven seconds to allow audio path.
2. To end the ongoing page, touch **End Call**.

Chapter 6: Standard Call-Related Features

Your deskphone offers standard call-related features like muting a call, transferring a call, forwarding calls, and conferencing.

Depending on the action you want to perform, either press the appropriate button on the phone or touch the appropriate softkey while on a call.

Muting a call

About this task

While on a call, you can mute the microphone of your phone so that the other party cannot hear you. You can configure your deskphone to alert you if your dekphone is on mute. The alert can be an audible beep and a visible indication on the top line of your deskphone.

Procedure

1. Press **Mute** during a call so that the other person on the call cannot hear you.
2. Press **Mute** again to unmute the call.

Note:

If a call is on mute and you switch between the handset, headset, or speakerphone, the mute is turned off. When the call is muted, the Mute button light is on and the top line displays the Mute icon.

Configuring mute alert

About this task

Mute alerting provides audible and visual feedback on the Phone screen when you have muted a call and start speaking. This feature is available only when the Mute Alerting option is set to Audible, Visual, or Both as described in Setting mute alerting on page 27 and you Mute an active call. Mute alerting is turned off automatically when you press the Mute button to take the call off mute.

Depending on the Mute Alerting setting you choose, the Phone screen provides the following feedback actions and options:

- Audible — If you put a call on mute and start speaking, after 15 seconds, the phone produces a beep to notify you that you have muted your phone.
- Visual — If you put a call on mute and start speaking, after 15 seconds, the phones displays a message that reads “Phone is on mute” on the phone status line.
- Both — Combines the actions and options of both audible and visual alerting.

When you put a call on mute, the phone displays the status of your Mute Alert settings in one of the call appearance lines. If you have enabled Mute Alert, the phone displays “Mute Alert on.” If you have disabled Mute Alert, the phone displays “Mute Alert off.”

Procedure

1. To turn the Mute Alert feature off, touch the **Mute Alert on** line.
2. To turn the Mute Alert feature on, touch the **Mute Alert off** line.

Putting a call on hold

Procedure

1. If you are not active on the line you want to put on hold, touch that line.
2. Touch **Hold**.

   Note:

   The phone might display a hold timer when you put a call on hold.For more information, see Configuring call timers on page 26.
3. Touch **Resume** or the call appearance of the held call to retrieve the call. Your system administrator may have administered the Hold Recall feature, which alerts you visually and with a priority ring to remind you of a held call after a certain period of time.

Transferring a Call

Procedure

1. Keep the call you want to transfer active and touch **Transfer** from the Phone screen.
2. Dial the number to which you want to transfer the call.

3. Touch **Complete** to transfer the call. For an attended transfer, answer the call, then touch **Complete**. For an unattended transfer, press **Complete** without answering the call.

Configuring Enhanced Call Pickup Alerting

About this task

This feature enables you to configure an optional audible and visual alert when an incoming call to someone in your corresponding call pickup group is ringing.

Procedure

1. Press the **Home** button on the phone.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Sound & Screen Options**.
5. Touch **Call Pickup Ring Type**.
6. Touch the ringtone you want to assign.
7. Touch **Back**.
8. To set the type of alerts for call pickup, touch **Call Pickup Indication**.

Using the conference feature

You can use conference calls to speak with people from different locations on the same call. Additional conferencing options may be available through Expanded Meet-Me Conferencing. Contact your system administrator for more information about this feature.

Setting up a conference call

Procedure

1. Select any idle call appearance and dial the first conference participant.
2. From the Phone screen, touch **Conference**.

3. Dial the telephone number, or call the person from the contacts list, or call the person from the History list.
4. When the person answers, touch **Join** to add the person to the existing call.
5. To add another party to the conference call, touch **Add**.
6. Repeat Steps 3 and 4 to add another person to the conference call.

Adding a person on hold to a conference call

Procedure

1. From the Phone screen, select your active call.
2. Touch **Conf**, or **Add** if you are already in a conference.
3. Select the call on hold that you want to add to the conference.
4. Touch **Resume** to take the call off hold.
5. Touch **Join** or **Conf** to add the person to the conference call.

Putting a conference call on hold

About this task

When you put a conference call on hold, the other parties can still talk to each other.

Procedure

Touch **Hold** during a conference call.

Dropping the last participant from a conference call

Procedure

1. From the Phone screen, select your active conference call.
2. Tap **Drop** .
   The telephone drops the last participant added to the conference.

Viewing the details for a conference

About this task

Note:

Depending on which server your extension is configured in, you might not be able to see the details of a conference. If you are not able to view the details of a conference, contact your system administrator.

Procedure

1. On the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the **Contacts** list, or call the person from the History list.
4. When the person answers, tap **Join** or **OK** to add the person to the existing call.
5. Tap **Add** and repeat these steps to add another person to the conference.
6. Tap **Details** button to access the details on the participants.

About forwarding calls

You can forward your incoming calls to another number or to voice mail. If call forwarding is turned on, a Forwarding icon appears on the top line of your display screen and the Forward button is illuminated. Alternately, you might have forwarding features available on a Quick Touch panel, if your administrator has enabled this capability.When the Forward button light is on, one or more of the forwarding features are active. The forwarding features available on your phone depend on the options your system administrator has set. For more information about the options available on your extension, contact your system administrator.

Send All Calls

About this task

When Send All Calls (SAC) feature is on, your incoming calls go directly to a predefined coverage number, typically your voicemail. Incoming calls ring once at your extension and then go directly to a number which is set by your system administrator.

Touching the **Send All** softkey turns **Send All Calls** on, changing the appearance of that softkey to indicate the feature is on. If this feature is already on, touching the **Send All** softkey

turns the feature off and the softkey appears normal. You can also turn **Send All Calls** on or off by using the telephone Features list.

Procedure

Touch **Send All** or touch **Forward** to access the main Forwarding menu and then touch **Send All Calls** to turn **Send All Calls** on or off.

Forwarding calls

About this task

Your phone might have several forwarding features.You can either set a number to forward calls, or turn off call forwarding if the feature is already on. The features are also listed on the Forwarding features menu.

Procedure

1. Touch **Forward**.
2. Touch the forwarding feature you want to activate or deactivate.
   When you turn on the Call Forwarding feature, you hear a tone prompting you to enter the forwarding number.
3. Enter the number to which you want to forward your calls as the destination, then touch **Enter**.
   After you enter the forwarding number, you hear a confirmation tone.

Turning off call forwarding

Procedure

1. Scroll down to the active Call Forward button.
2. Touch the line on which **Call Forwarding** appears to turn call forwarding off .
   When you turn off the Call Forwarding feature, you hear a confirmation tone.

Setting Enhanced Call Forwarding rules

About this task

This feature enables you to forward the incoming calls on your Deskphone to various destination numbers based on call type and call state.

Procedure

1. Touch the **ECF** icon on the quick touch panel, or access the **Enhanced Call Forward** feature from the **Features** list. the **Enhanced Call Forward** feature from the **Features** list.
2. Select from the following rules that the screen displays, by touching the check-box against the scenarios:
   - Internal always to [Enter Number]
   - External always to [Enter Number]
   - Internal when busy to [Enter Number]
   - External when busy to [Enter Number]
   - Internal on no answer to [Enter Number]
   - External on no answer to [Enter Number]

   The selected rule is highlighted by a yellow mark.

   If you have any number configured for any of the above rules, the Deskphone displays the configured number in place of the text “Enter Number”.
3. In the text field for the selected rule where the cursor is blinking, enter the destination number using the numeric keypad.
4. Touch **Save** to save the destination number.
5. Touch **Turn on** to activate forwarding for that rule. To activate forwarding for all the rules, touch **All on**.
   If you touch **All on**, the Deskphone activates all the rules for which you have configured destination phone numbers.

Editing a rule

Procedure

1. Touch the **ECF** icon on the quick touch panel, or access the **Enhanced Call Forward feature** from the **Features** screen.

2. Touch the rule that you want to edit and enter the destination number using the numeric keypad.
3. Touch **Save**.

Turning off a rule

Procedure

1. Touch the **ECF** icon on the quick touch panel, or access the **Enhanced Call Forward feature** from the **Features** screen.
2. Select the rule that you want to turn off.
3. Touch **Turn off**.
4. To turn off all the active rules, touch **All off**.
5. Touch **Exit**.

Chapter 7: Using bridged call appearances

In addition to your own call appearances, your phone may show one or more bridged call appearances on the display screen. A bridged call appearance is of another user and allows you to see if that call appearance is in use, answer calls on that appearance, or join a call in progress on that call appearance from your deskphone. You can also make outgoing calls on a bridged call appearance when it is not in use.

Answering a call on a bridged line

About this task

Answering a call on a bridged line is the same as a call on a primary line.

Procedure

1. Select the bridged call that you want to answer.Touch the bridged call that you want to answer.

   The ringing line is selected automatically. If you are on another call when a call comes in to a bridged line, you have to select the ringing line.

2. Touch **Answer**.

Joining a call on a bridged line

About this task

You can join an existing call on a bridged line.

Procedure

1. Select the bridged call in progress that you want to join.Touch the call appearance of the bridged call in progress that you want to join.
2. Touch the **Bridge** softkey.

Making an outgoing call on a bridged line

About this task

When you make a call on a bridged line, you are using another telephone user's line. The caller ID associated with the call you are making may show the call as coming from you or coming from the person whose line you are using. If you have any questions about how the name or extension displays to the person you are calling, contact your system administrator.

Procedure

1. Touch the bridged line you want to use.
2. Dial the telephone number, or call the person from the Contacts list, or call the person from the History list.

Independent alerting for each Bridged Call Appearance

For you to access this feature, your system administrator must first enable this feature for your extension.

The four options available are the following:

- **On**: The default ringtone is played when there is a call on the bridged appearance.
- **Off**: No alert is played.
- **Delayed**: If the call on the bridged appearance is not answered, an alerting melody is played after a delay. This delay can be configured by your administrator.
- **Abbreviated**: There is a single beep to indicate the call on the bridged appearance.

Chapter 8: Using the contacts feature

You can save up to 250 names and up to 6 telephone numbers per name. When you press the **Contacts** button, you are automatically put into Contacts search mode.

Note:

When you press the **Contacts** button you may not see all the functionality described in this chapter. This would be because your system administrator has disabled changes to Contacts.

Searching for a contact

You can jump to a certain group of letters in your Contacts list by pressing the associated dial pad button. For example, if you press 3, the Contacts list might display entries starting with D, E, F, or 3 depending on how you set up your contacts. With each successive dialpad key press, the Contacts list “drills down” to display matching entries.

Note:

On hook dialing must be disabled to allow this type of Contact search; to enable/disable on-hook dialing, see Setting dialing options.

Procedure

1. Press **Contacts**.
2. Using the dialpad, start typing the name for which you want to search.

   Keep in mind how your Contact list is set up. If you set up your contacts as “Last Name, First Name” start typing the letters of the last name. If you have set up your Contacts using a different scheme, type the most likely letter(s) that would match the contact you want to find.
3. Touch the line to call the person or the **Edit** icon to edit contact information.

Next steps

If your administrator has set up a corporate contact list or database, you can extend a search. For information, see Extended searching. on page 64

Extended searching

About this task

If your system administrator has set up a corporate contact list or database and has made this feature available, you can dial other users in your system by name.

Depending on the language displayed, a touch-based deskphone may or may not display the on-screen keyboard for entry of search criteria. Deskphones using English and other Latin-based languages display the on-screen keyboard. If your deskphone display language is set to a non-Latin-based language (for example, Hebrew or Korean) the on-screen keyboard does not display; use the dialpad to enter your search criteria instead.

Procedure

1. Press **Contacts**.
2. Touch **Search**.
3. Use the or the on-screen keyboard to enter all or part of the first and last name of the person you want to call.
4. If you are using the on-screen keyboard, touch the checkmark to start the search. Otherwise, touch **Search** to start the search.
5. If the search displays the name and number of the person you want, select the line on which that person appears and press the appropriate softkey:touch the line on which that person appears, then touch the appropriate softkey:
   - **Call** to dial that person's number.
   - **Details** to see detail information on this person.
   - **+Contacts** to add this person to your Contacts list.
   - **Cancel** to return to the Search screen.
6. If the search does not locate the person you want, touch **Cancel** and use this procedure to perform a different search. For example, if you entered a partial first and/or last name, enter the name in its entirety and search again.

Viewing contact details

Procedure

1. Press **Contacts**.

2. Find the contact you want to view either by typing the first few letters or scrolling.
3. If you have entered more than one number for a contact, touch the **Details** button on the Contact line to see all the phone numbers for this person.

   Using Details is the only way to view or dial a second or third number for a contact.
4. Perform one of the following actions:
   - Touch a number to dial the number.
   - Touch **Edit** to change the detail information on this person.
   - Touch **Delete** to remove this person from your Contacts list.
   - Touch **Favorite** to select and add the number of the contact number to your favorites list.
   - Touch **Back** to return to the Contacts list.

Adding a new contact

About this task

You can add up to six numbers for a contact, but you can designate only one number as primary.

Procedure

1. Press **Contacts**.
2. Touch **New**.
3. Enter the name using the on-screen keyboard or the dial pad. See Using the On-screen Keyboard on page 19 for more information.
4. Touch the **check mark** or **Next** button.
5. The first number entered is the primary number of a contact. The Contacts list always displays the primary number first.
6. Touch the **check mark** to indicate you finished entering the name and primary telephone number.
   The telephone displays your entries in a business card format.
7. If you want to track the presence information for this contact, touch the **Track Presence** line. The **Track Presence** option is available only if the system administrator has enabled presence for your extension.
8. Take one of the following actions:

- To change the name, touch the line which contains the name and edit the entry by following Step 3.
- To change the number, touch that line and edit the entry.
- Touch add another number for the contact, touch **Add**. Then touch the applicable icon representing the type of number (Work, Mobile, Home). Repeat this step if you want to add another number for the new contact.
- To return to the Contacts list without saving the new contact information, touch **Cancel**.
- To change the primary number, touch **Primary**.See Changing the Primary Contact Number on page 67 for more information.

9. Touch **Save**.

Editing a contact

Procedure

1. Press **Contacts**.
2. Search for the contact you want to edit.
3. Touch the **Details** button to the right of the contact to display detail information.
4. Touch **Edit**.
5. To edit a name or number, take one of the following actions:
   - Touch **Primary** to change the primary number. See Changing the Primary Contact Number on page 67 for more information.
   - Touch the Name or number you want to edit.
   - Touch a blank line to add a number.
   - Touch **Cancel** to return to the Contacts list.
6. Use the on-screen keyboard to make changes to the contact information. See Using the Onscreen Keyboard on page 19 for more information.
7. To change other contact information, repeat Steps 5 through 7.
8. When you finish changing contact information, touch **Save**.

Changing the primary contact number

About this task

If a contact has two or three numbers, the primary contact number is the first number in the list. By default, the primary number is the first number dialed when you touch a contact in the Contacts list.

Procedure

1. Press **Contacts**.
2. Search for the contact whose primary number you want to change.
3. Touch the **Details** button for the contact to display detail information.
4. Touch **Edit**.
5. Touch **Primary**.
6. Touch the number you choose as the new primary number.
7. Touch **Done**.
8. Touch **Save**.

Deleting a contact

Procedure

1. Press **Contacts**.
2. Touch the **Details** button on the contact you want to delete.
3. Touch **Delete**.
4. Touch **Delete** again to confirm or **Cancel** to cancel the deletion.

Assigning specific ringtone to a contact

You can configure the ringtone played when an incoming call originates from a contact in the local phone book. Thus when the user receives an incoming call, the user will be able to identify

the caller based on the ringer being played. If no particular ringtone is specified for a contact, the Deskphone plays the default ringtone.

Procedure

1. Press the **Contacts** button on your phone.
2. Touch the ▶ icon corresponding to the contact for which you want to assign a ringtone.
3. Touch **Edit**.
4. Touch the ringer icon.
5. Touch the ringtone you want to assign.
6. Touch **Back**.
7. Touch **Save**.

Accessing Exchange contacts

About this task

You can now access and download your Calendar contacts into your phone using your exchange credentials. You can synchronize and download about 1000 contacts to your phone. These contacts are available under the new screen “Exchange Contacts”. You can also access your local PPM contact numbers under the Local Contacts screen and add the exchange contacts under the PPM. However presence information would be available only for your local contacts. Note: This feature is available only if your administrator has configured your extension for the feature.

Using the Exchange Contacts feature, you can perform the following actions on your *Outlook* contacts from your Deskphone:

- View the contacts.
- Search for a particular contact.
- Call a contact.
- View the details of a contact.
- Copy a contact to your local contacts.

You can not edit or delete an Exchange contact from your Deskphone. You must copy the contact to your local contacts before you modify any details of that contact.

Before using this feature, you must first enter your Exchange server credentials. To know how to enter your Exchange server credentials, see Integrating other applications with your phone on page 39

Procedure

1. Press **CONTACTS**.
2. Tap the  icon.

   Note:

   The Exchange key  is unavailable if you have not saved any contacts in your Outlook application.
3. To copy a contact from the Exchange server to your Deskphone contacts, press **+Local**.
4. On the **Contact Edit** screen, specify the name, telephone numbers (up to 6) and telephone types for the contact.
5. Tap **Save**.

Chapter 9: Instant Messaging

You can use the Instant Messaging (IM) feature on your telephone to send instant text messages to other users and track presence information of users in your contact list.

Note:

If the IM feature is not available on your telephone, contact your system administrator.

Enabling IM

About this task

You can enable or disable IM on your Deskphone using the following procedure:

Procedure

1. Press the **HOME** button.
2. Touch **Options & Settings**.
3. Touch **Screen & Sound Options**.
4. To turn IM on or off, touch **Enable Instant Messaging** .
5. To turn IM tone on or off, touch **Enable IM Tone**.

Initiating an IM session from your contacts list

Procedure

1. Press the **Contacts** button on the phone.
2. Type the name or select the user you want to send an IM.
3. Tap the IM icon on the right hand side of the name of the user. The telephone displays the IM Edit screen.
4. Using the on-screen keyboard or dialpad, type your message (up to 255 characters).

5. To send the message, tap **Done**.

Replying to an IM

About this task

When someone sends you an IM, the delephone displays a notification message on the Top Line with an optional audio alert.

Procedure

1. On the notification window, tap **Reply**.
2. On the IM Edit screen, type your message.
3. To send your message, tap **Done**.

Using IM Templates

If you are busy and do not wish to attend an incoming call from one of your contacts, you can send a reply with a predefined response.

Procedure

1. For an incoming call that you do not want to attend, tap **Send IM** and select from among the following options that the screen displays:
   - I'll call you back as soon as I'm off the phone
   - I'll call you back in 5 minutes.
   - I'll call you back in an hour.
   - Call me again if this is an emergency.
2. Tap **Send**.

Missed IM counter and alert

If you are away from your phone and miss an incoming IM , the deskphone displays missed IM icon on the Top line along with a counter that displays the number of missed IM sessions.

You can also view the IMs under History.

Using the IM history

Procedure

1. Press the **History** button on the phone.
2. Tap the **IM** icon to see the IM history.
3. On the IM History screen, tap to select an IM and perform any of the following:
   - Tap **Reply** to reply to the IM.
   - Tap **Call** to call the telephone number of the user.
   - Tap **Delete** to delete the selected IM.
   - Tap **Clear All** to delete all IMs.
   - Tap the **Details** icon to view contact details of the user.

Chapter 10: Tracking presence information

Using the Track Presence feature of your Deskphone, you can view presence information of users in your contact list.

This feature allows a user to see if someone they want to get in touch with is available or not, and receive an indication of when they become free to receive a call. In addition, when you are on a call, other users can see that you are busy and either call later or contact you using another method.

To see the presence information of a contact, you must first set the **Track Presence** option to **Yes** for that particular contact. You can turn on the **Track Presence** option while adding a contact. You can also choose to turn the **Track Presence** option on or off by editing the details of a contact. To know more about adding and editing a contact, see the chapter *Using the contacts feature*.

Note:

You can not see the presence information of your contacts unless your system administrator enables the presence feature for your extension.

Press **CONTACTS**. The Deskphone displays presence icons in your contacts list to show the status of your contacts.

To know about the presence icons, see Presence icons on page 16

Chapter 11: Configuring Hearing Aid Compatibility

Procedure

1. Press the **HOME** button.
2. Touch **Settings**.
3. Touch **Option & Settings**.
4. Touch **Advanced Options**.
5. Touch **Handset Equalization Operations**.
6. Touch the line you want to change the value of:
   - Default
   - Audio Opt.
   - HAC Opt.
7. Touch the right or the left arrow softkey to change the value of the field that you have selected.
8. Touch **Save**.

   Audio Opt. stands for audio optimization, and HAC Opt. stands for hearing aid compatibility optimization.

Chapter 12: About Hotline

The Hotline feature allows you to dial a pre-configured number, which your system administrator has already set for you.

To dial the hotline number, lift your handset; or press the **SPEAKER** button. Alternatively, if you are using a headset, press the **HEADSET** button. The deskphone automatically dials the number that your system administrator has configured for you.

Chapter 13: Call History

The History screen provides a list of recent calls, with information about call disposition such as missed, answered, or outgoing with the caller name and number, call time, and call duration.

Note:

The caller number is displayed only if available.

Call History also shows bridged calls If you are a member of a call pickup group, any calls you picked up for another person or you missed and were answered by someone else in your pickup group are shown with a Forwarding icon. Using this feature, you can review details of the type of call pickup. When you have one or more missed calls, the History button illuminates and the Missed Calls icon and the top line displays the number of missed calls. To call a person listed in your Call History, see Calling a person from the call history on page 48.

Viewing the call history

Procedure

1. Press **History**.

   You can go to the top of the list by pressing **History** again.
2. If you want to see a different list, touch the applicable icon at the upper right representing answered, outgoing, or missed calls.
3. Scroll up or down to view the entries on the list.

Viewing call history details

Procedure

1. Press **History**.
2. If you want to see a different list, touch the icon at the upper right representing the list you want to view.
3. If you don't see the call whose details you want to review, use the scroll bar to find it.

4. Touch the right arrow on the call for which you want to see detail information.
5. Touch **Back** to return to the list view, or touch **Delete** to remove this call from the log, or touch **+Contact** to add this person and phone number to your Contacts list.

Adding an entry from the call history to your contacts list

Procedure

1. Press **History**.
2. Touch the **Details** button of the number you want to add to your Contacts list.
3. Touch **+Contact**.
4. Edit the name and telephone number, if necessary.
5. Touch **Save**.

Removing an entry from call history

Procedure

1. Press **History**.
2. Touch the **Details** button for the entry you want to delete. If you don't see the entry you want to delete, use the scroll bar to find it.
3. Touch **Delete**.
4. Touch **Yes** to confirm, or touch **No** if you do not want to delete this entry.

Clearing all call history entries

About this task

Clearing all entries from the call history deletes all of the entries for the specific list you are viewing. For example, if you are viewing the Outgoing calls list, only outgoing calls are deleted. However, if you are viewing the All Calls list, touching **Clear All** deletes all calls.

Procedure

1. Press **History**.
2. If you do not want to delete all calls, touch the icon at the upper right representing the list you want to clear.Select the list you want to delete.
3. Touch **Clear All** to delete all of the entries in the list you are viewing.
4. Touch **Yes** to confirm.

Turning off call history

About this task

You can turn on or off. If you have bridged call appearances on your phone, you can choose whether or not to include calls to your bridged lines in your call history log.

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Options & Settings**.
4. Touch **Application Settings**.
5. Touch **History** to change the setting to or from Yes or No.

   To turn logging of bridged lines from Yes to No, touch Log Bridged Calls.
6. Touch **Save** to save the new setting or **Cancel** to return to the Application Settings menu.

Chapter 14: Using the Calendar

If your administrator has set up the Exchange Integration option under Advanced Options on the Avaya Menu, you can integrate the Microsoft® Exchange Server calendar with your phone. When Exchange Calendar is active, a Calendar label displays beneath your last call appearance on the Phone screen. Appointments display in the order of their start times and are removed once the meeting time expires. Calendar information is updated whenever you log in to your phone, when you change calendar settings, when you access the Calendar, and when you press the **Refresh** softkey while viewing an appointment.

Note:

To enable the Calendar and set an appointment advance reminder time and tone, see Integrating other applications with your phone.

Calendar Appointment Reminders

About this task

If you have set the Exchange Reminder option to Yes, a pop-up displays to remind you of upcoming calendar appointments when the Exchange Reminder Time you set is reached.

Procedure

To ignore the reminder now, but to be reminded after a “snooze” period (set using the Exchange Integration option on the Avaya Menu), touch **Snooze**. To ignore the reminder completely, touch **Dismiss** instead.

Reviewing your appointments

You can use your phone to review your calendar appointments at any time.

About this task

Note:

See Integrating other applications with your phone to enable the Calendar application and to optionally set a visual and/or audio reminder time or a reminder “snooze” period.

To access the Calendar from the Phone screen, scroll down past the last call appearance line and select Calendar . Appointments display in start time order.

- With an appointment displayed, choose one of the following options:
  - Touch **Prev** or **Next** to move backward or forward from one appointment to another.
  - To call the person with whom you have the appointment, a telephone number must be present on the Appointment detail screen. Touch **Call** to call that person.
  - To update the calendar with any new appointments you may have set up on your calendar, touch **More**, then **Refresh**.
  - To exit the calendar and return to the Phone screen, touch **More** again.
  - If you pressed More and want to re-display the previous set of softkeys (Call, Prev, Next), touch **More**, then **Exit**.

Chapter 15: About Features

This chapter describes the features of your deskphone. Your administrator might have set up your deskphone with the features and the call appearances on one screen. The Features menu gives you access to advanced telephony features, such as Directory, Abbreviated Dial, Speed Dial buttons, and Call Forwarding. You can use Send All Calls and Call Forward features to forward incoming calls to other numbers. When you enable the EC500, you can forward calls from your desk phone to your cell phone. Other features like Call Park, Call Pickup Extended, and Transfer to Voicemail may be available on your Features menu.The Forward menu also lists all the forwarding features. The features available depend on what your administrator has assigned to your phone.

In addition to the Features menu, your administrator might also provide selected features on softkeys on the call appearance (Phone) screen. Frequently used features can also be set up on the Quick Touch panel, if the panel is activated. For more information about what features and options are available for your extension, contact your system administrator.

Using the Features menu

Procedure

From the Phone screen, touch the **Features** button at the upper right corner to view the Features menu. If you don't see a Features button, scroll right to display the Features menu.

The LED icon next to the feature name indicates if the feature is currently on or off. If the LED icon associated with the feature label is green, the feature is on.

Note:

To return to the main Phone screen, touch **Exit**.

Feature Table

Feature names are often abbreviated to fit your deskphone or button module display area. Use this table as a cross-reference to standard feature names and their corresponding common abbreviations. Depending on how your system is administered, not all features shown here may be available to you. For detailed information about a feature, click its link in the Feature Name column.

Feature Name	Common Abbreviation
Auto Dial	Phone number or extension set up by your administrator as an auto-dial number, followed by a telephone icon or “Autodial”
Auto Intercom on page 90	Auto Icom; Auto In
Automatic Callback on page 90	Auto Callback
Call Forwarding All Calls on page 58	Cfrwd or CFrwd with a third-party's extension if applicable
Call Forwarding Busy/Don't Answer	CFBDA
Call Park on page 92	Call park
Call Pickup on page 94	Call pickup
Calling Party Number Blocking on page 91	CPN Block
Calling Party Number Unblocking on page 92	CPN Unblock
Dial intercom on page 94	Dial Icom
Directed Call Pickup on page 93	Dir Pickup
EC500 on page 97	EC500
Exclusion	Exclusion
Extend Call for EC500 on page 98	Extend Call
Extended Call Pickup on page 93	Ext Pickup
Malicious Call Trace on page 95	MCT Act
One-step Recording on page 95	Audix Record
Priority Calling on page 96	Priority Call
Send All Calls on page 57	SendAllCalls, SAC, or SAC with a third-party's extension, if applicable
Whisper-page on page 96	Whisper Act
Presence Information on page 75	Presence
Instant Messaging on page 71	IM
Enhanced Call Forwaring on page 59	ECF
Bridge Call Appearance on page 61	BCA

Feature Name	Common Abbreviation
Hearing Aid Compatibility on page 38	HAC

Note:

If you have personalized labels for any of the features available to you, the personalized label displays instead of the feature abbreviations shown here.

Monitoring other extensions at a glance

About this task

If your job requires that you cover or monitor phones for others, your system administrator may set up “busy indicators” so that you can see whether an extension you cover is idle or busy at a glance. Extensions you can monitor with busy indicators show the word “Busy” next to the extension number.

Procedure

1. From the Phone screen, touch **Features** on the top right corner of the screen.
2. Touch **System Numbers** to display the System Numbers menu.
3. If necessary, scroll to the line button for the extension you want to check. If that extension is in use, the busy indicator displays next to the word Busy.
4. To call a monitored extension, scroll to the applicable line and touch that line.

Assigning labels to pre-assigned (Autodial) numbers

About this task

Autodial numbers are frequently-called numbers in your office or organization, for example, a Help desk number. Your system administrator sets up Autodial numbers, but you can assign and edit their labels. The administrator might just allot a specific button to be an Autodial number, but leave the number itself blank; in this case you can add the number yourself.

Procedure

1. From the Phone screen, scroll right to access the System Numbers menu.
2. Touch the line to which you want to assign a label or number.

Some labels are not editable. If you can't touch a certain line or hear an error tone when you press the line button, you cannot edit that label.

3. Touch **Edit**.
4. Use the dialpad to enter the label text or the Autodial number.
5. Touch **Save**.

Setting up automatic call back

About this task

When an extension you call is busy, use Automatic Call Back to receive a return call automatically, as soon as that extension is free.

Procedure

1. After calling an extension and while receiving a busy signal, access the Features menu.
2. If necessary, scroll down to Auto Callback and touch the corresponding line.
3. When you hang up the callback call, the feature deactivates automatically.

Making an auto intercom call

About this task

Use the Auto-Intercom feature to call a specific extension or intercom group.

Procedure

1. Before dialing, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll to Auto Icom and touch that feature.

   Two numbers display with the Auto Icom feature, for example “Auto icom 2 3”. The first number denotes the intercom group number for the Dial Intercom feature. The next number denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Touch the number(s) that corresponds to the destination extension.

4. Touch **Enter** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Call Forwarding when your line is busy or if you don't answer

About this task

The Call Forward Busy/No Answer feature allows you to set a number to which your calls will be forwarded when your line is busy or when you don't answer a call. You must enter the telephone number where the calls will be forwarded each time you use this feature.

Procedure

1. Touch **Forward** to access the main Forwarding menu.
2. Select Call Fwd Busy/No Ans.
3. Enter the number to which you want to forward your calls as the destination.
4. Touch **Enter**.
5. Touch the line on which Call Forwarding appears to turn call forwarding off.

Blocking your extension from displaying during calls

About this task

You can override the system (default) setting to display your extension on outgoing calls. Use the Calling Party Number Blocking feature to prevent your number from displaying.

Procedure

1. From the Phone screen, access the Features menu.
2. Select **CPN Block**.

   To stop calling party number blocking, see Displaying your extension on outgoing calls on page 92.
3. Touch **OK**.
4. Enter the extension number you do not want the called party to see.

5. Touch **OK** to start calling party number blocking.

Displaying your extension on outgoing calls

About this task

If you used the CPN Block feature to block your extension's display on calls you make, you can change it back using CPN Unblock. CPN (Calling Party Number) Unblock lets parties you call see your extension.

Procedure

1. From the Phone screen, access the Features menu.
2. Select **CPN Unblock**.

   To set up calling party number blocking, see Blocking your extension from displaying during calls on page 91.
3. Touch **OK**.
4. Enter your extension number.
5. Touch **OK** to stop calling party number blocking.

Parking a call

About this task

Use the Call Park feature to answer a held call at another extension if you are part of a telephone coverage or hunt group. For example, if you need to go to another location to verify some information, you can park your current call and answer it at another location within your group.

Procedure

1. During an active call, access the Features menu.
2. If necessary, scroll down to Call Park and touch the corresponding line.
3. At the other telephone, touch the Call Park line/feature button to unpark the call.

Unparking a call

About this task

Use the Call Unpark feature to release a call from the extension at which it was parked, when the extension is part of a coverage or hunt group.

Procedure

1. From the Phone screen, access the Features menu.
2. If necessary, scroll down to Call Unpark and touch the corresponding line.
3. Enter the original extension from which the call was parked.
4. Touch **OK** to release (unpark) the call.

Picking up a call to another extension

About this task

When your administrator has set up this feature, you can answer a call ringing at another extension without having to be a member of a "pickup group."

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Directed Call Pickup and touch **OK** .
3. Answer the call as you normally would.

Picking up a call to another call pickup group

About this task

When your administrator has set up this feature, you can answer a call ringing at a phone in a call pickup group other than your own.

Procedure

1. Scroll right from the Phone screen to access the Features menu.

2. If necessary, scroll down to Extended Call Pickup and touch **OK** .
3. Answer the call as you normally would.

Picking up a call from your pickup group

About this task

When your administrator has set up your phone as part of a "pickup group" use the Call Pickup feature to answer any other phone in the group.

Procedure

1. From the Phone screen, access the Features menu.
2. If necessary, scroll down to Call Pickup and touch the corresponding line button.
3. Answer the call as you normally would.

Calling someone in your intercom group

About this task

If your system administrator has set up an intercom group, you can call anyone in that group by pressing a few numbers.

Procedure

1. Before dialing, access the Features menu.
2. If necessary, scroll down to Dial Icom and touch the corresponding line .

   The intercom group number shows next to the Dial Intercom feature and the next denotes the extension your administrator has predefined as your automatic intercom destination extension.
3. Touch the number(s) that corresponds to the destination extension.
4. Touch **Enter** to activate the intercom call to that extension, where the call appearance identifies the incoming call with your name followed by ICOM.

Tracing a malicious call

About this task

Use the Malicious Call Trace (MCT) feature to trace a malicious call. Activating MCT alerts a controller to begin call tracing and provide information for reporting this call. This feature is available only if your administrator has set up the phone system to trace and track malicious calls and there is an attendant or controlling user to oversee the trace.

Procedure

1. During an active call, access the Features menu.
2. If necessary, scroll down to MCT and touch the corresponding line to start the trace.

   An alerting tone and/or flashing LED signifies the trace is active. Hanging up deactivates MCT.

Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can use Malicious Call Trace (MCT) Before using the MCT feature, you must understand and comply with these laws.

Recording a call

About this task

Use the One Touch Recording (OTR) feature to record a malicious call on your voice mail system. This feature is available only if your administrator has set up the feature on your telephone.

Procedure

1. During an active call, scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to OTR and touch the corresponding line to start recording the call.

Important:

Some countries, states, and localities have laws that determine if and under what circumstances you can record telephone conversations. Before using the OTR feature, you must understand and comply with these laws.

3. Hang up to stop recording.

Making a priority call

About this task

Use the Priority Calling feature to provide a special type of call alerting between internal telephone users, including the attendant. The called party hears a distinctive ringing when the calling party uses Priority Calling.

Procedure

1. Before dialing, access the Features menu.
2. If necessary, scroll down to Priority Call and touch **OK** .
3. Enter the extension you want to call.
4. Touch **OK** to immediately start dialing the priority call to that extension, where the call appearance will show the incoming call as a priority call.

Interrupting a call with a whisper page

About this task

Use the Whisper Page feature to interrupt or “barge in” on another user's call and make an announcement. This feature is unique because only the person on the paged extension can hear the page. Other parties on the call cannot hear the page, and the person who makes the page cannot hear anyone on the call. If the paged user has a display telephone, the paged user can see your caller ID. For example, users A and B are on a call. You have an urgent message for user A and make a whisper page. All three users hear the tone that signals the page, but only user A hears the page itself. You cannot hear user B.

Procedure

1. Scroll right from the Phone screen to access the Features menu.
2. If necessary, scroll down to Whisper Page and touch **OK** .
3. Enter the extension you want to call.

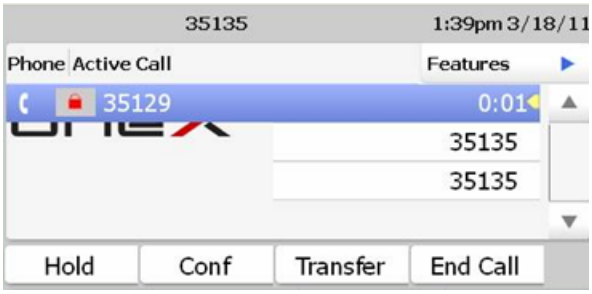
4. Touch **Enter** to immediately start dialing and deliver your message when the person you called answers.

Visual alert for an encrypted call

Using your Deskphone, you can now see whether an incoming or an outgoing call is encrypted. The secure status is indicated by the secure icon (a padlock) on the on the call status line.

Note:

Only the connection to and from the phone instrument is encrypted. This encryption may not extend beyond the call server.



Configuring simultaneous ringing for multiple phones using EC500

About this task

Using the EC500 feature, you can program your deskphone in such a way that the deskphone and your cell phone rings simultaneously when there is an incoming call. With this feature, you can answer office calls while you are away from your desk. The system administrator has to add your cell phone number and program the desk phone.

Procedure

1. From the Phone screen, scroll right to access the **Features** menu.
2. Touch **EC 500**.

Note:

When you enable the EC500 feature, the top line displays a cell phone icon. For an illustration, see About Icons.

Extending a call to your cell phone (EC500)

About this task

The Extend Call feature allows you to “extend” a call that is active on your office phone to your cell phone using EC500 Extension to Cellular. This allows you to transfer an office call to your cell phone and move away from your desk. This feature is programmed by your system administrator.

Note:

Your system administrator sets the destination telephone number.

Procedure

1. During an active call, access the Features menu.
2. Select the Extend Call feature.
3. Touch **OK** to send the call to your cell phone.
4. Answer the call on your cell phone. The call remains active on your desk phone as well, so you can switch back if you want.

Chapter 16: About the Team button

The Team button feature can be used to monitor the status of the extensions of your teammates from your Deskphone. You can also answer any calls, which are ringing on your monitored extensions. The Team button can also be used as a speed dial to call the monitored station when the monitored extension is in idle state. You can also hear audible alerts for the monitored extensions on your deskphone.

Navigate to the Features Screen to see the monitored extensions.

The following table shows different icons regarding the Team Button feature:

Icon	Indication
	The monitored extension is idle.
	The monitored extension is on another call.
	The monitored extension is idle, but the user has forwarded all incoming calls to a different extension.
	The monitored extension is on another call, and the user has forwarded all incoming calls to another extension.
	The monitored extension is idle, and the user has enabled Single Ringing.
	The monitored extension is idle, and the user has enabled Multiple Ringing.
	The monitored extension is busy on other call, and the user has enabled Single Ringing.
	The monitored extension is busy on other call, and the user has enabled Multiple Ringing.

Answering an active call on a monitored extension

Procedure

1. Go to the Features screen. The screen displays the statuses of the monitored extensions.

2. Touch the entry for the extension for which you want to answer the ringing call.

Speed dialing to a monitored extension

Procedure

1. Go to the Features screen. The screen displays the status of the monitored extensions.
2. Touch the entry for the extension that you want to call.
   The Deskphone makes a call to the monitored extension.

Note:

The phone to which you are making a call must be in idle state.

Setting the ringtone for Team Button

About this task

You can assign a specific ringtone for your monitored extensions under the Team Button feature.

Procedure

1. Press the **Home** button.
2. Access **Settings** > **Options and settings** > **Screen and Sound options**.
3. Touch **Team Button Ringtype**.
4. Touch the ringtone that you want to assign.
5. Touch **Back** > **Save**.

Chapter 17: Limited access during failover

One or more telephone system servers provide your phone with its connectivity, features, and functionality. If a disconnect or switch from one server to another occurs, your phone goes into "failover" mode to keep it operating while alternate server resources are established. Depending on the server your phone is on, a Failover icon may appear on the top display line to notify you that failover is in effect.

Failover has different stages. For example, while your phone transitions to a new server it is in “limbo” and functionality may be limited. Then when the alternate server is active, your phone assumes the functionality available on that server, which may not be the same as your original server. When the original server is restored, your phone transitions back (failback) and functionality may again be limited during the transition. When your phone is back on the original server, normal functionality is restored. Failover and failback are automatic; you have no control over failure mode.

Keep in mind that during failover certain features may not be available and telephone functionality may be limited. Check the softkeys at the bottom of the display to determine the actions you can take during failover; also try the **Phone** button to display the **Home** screen for possible actions.

Important:

Do not log your telephone off during failover or until normal service is restored on your original telephone server. Logging off during failover, during transition to or from an alternate server, or while your phone is active on an alternate server may cause your phone to become inoperable.

The following conditions apply when your telephone is in failover mode:

- Messages like “Acquiring service” (if telephone registration has not completed), “Link recovery,” “Limited phone service” (if the telephone is unable to log in to any of the servers), and “Calls may be lost ” may inform you of a failover situation.
- If you are on a call when failover occurs, that call will remain active. You cannot initiate new calls while your phone transitions to the alternate server.
- Certain softkeys may not display and their related functions may be unavailable until transition to the alternate server is complete.
- Call connection may take longer than usual.
- During the transition to a new server, any active conference calls, call transfers, and held calls may be dropped. Incoming calls may not reach you; such calls may go to voice mail.
- Emergency calls may or may not work, depending on the stage of failover and the functionality available on the alternate server.
- Once the transition to a new server has occurred, bridged call appearances are available. Despite a "Log Bridged Calls" option setting of yes, bridged calls are not logged during failover but are available once the phone transitions to the alternate server.

- The Message Waiting Indicator is cleared, but voice mail may still be available if the voice mail server to which calls are being sent is not in failover.
- Once the transition to a new server has occurred, advanced features like Call Park/Unpark, Priority Call, or Automatic Callback may be available. Favorite features are not available during failover but should be available after transition to the alternate server, depending on your system's failover structure.
- Autodial numbers are available on the System Numbers screen during failover.
- If your phone operates under the latest software, changes to Options & Settings can be made/saved. Note that any new or changed settings for these options may not become effective until the phone transitions to the alternate server or fails back to its original server.
- If your phone operates under the latest software, Contacts can be accessed and changed during failover to the alternate server. However, contact changes and new entries are limited to no more than 25 and only one change to a specific contact is allowed. Also, contact searches may be limited; in this case the message “Limited Search results available” displays.
- Once the transition to a new server has occurred, if you are part of a corporate Directory or database, access may be limited to local contacts only.
- You can press the **Phone** button to access Home screen Web links/pages during failover (if normally available), however, any “click to dial” links will not work until the phone transitions to the alternate server.
- Transitions back to the normal server will restore all original functionality.

Chapter 18: About locking and logging in to and out of your telephone

Logging in and out maintains your preferences, call information, and options if you share a telephone with other users. Lock your phone or log out to prevent unauthorized use of your telephone during an absence.

Note:

Depending on how your phone is administered, for example, whether Call Log History backup is enabled or not, Call history may be lost when you log out your extension.

Locking and unlocking your telephone

About this task

Locking your phone when it is idle prevents it from being used to make a call, with the exception of an emergency call. When locked, a padlock symbol displays and the only actions you can take are to receive calls, make an emergency call, or unlock the phone. Locking your phone does not log it out; you are still logged in but must enter your login password when you unlock the phone. If you press a button that is not allowed on a locked phone, an error beep sounds. When you lock your phone, your presence status changes to *Away*.

Procedure

1. If the Phone screen is not displayed, press **Phone**. To lock the phone, be sure no calls are in progress. Alternately, on the Feature menu, select **Phone Lock**.

   Note:

   Complete any active calls or other telephone functions before attempting to lock the phone.

2. Touch the **Lock** softkey.
3. To unlock your phone, touch the **Unlock** softkey and enter the password you use for telephone login.

Logging in to your deskphone extension

About this task

Log in from the initial screen when it prompts you for your Username. Depending on your phone system, certain deskphones allow you to log in and use another person's phone as a “visiting user.” When you are logged in to another phone as a visiting user, a preset timer may terminate your login after a predetermined period of inactivity. When you log in to another phone as a visiting user, your “home” phone becomes inactive for all but emergency calls and displays a message indicating you are logged in at a different phone.

Procedure

1. Enter the extension number your system administrator has assigned to you for login.
2. Touch Password.
3. Enter the password your system administrator has assigned to you.
4. If applicable, enter your SIP User ID.
5. If your system is set up to allow visiting user privileges, touch the Primary Phone line to indicate whether you are this phone's primary user or whether you are a visiting user of this phone.
6. If your system is set up to allow visiting user privileges the deskphone prompts for Login Mode.
7. Touch **Enter**.

Logging out of your deskphone extension

Procedure

1. Press **Home**.
2. Touch **Settings**.
3. Touch **Log Out**.Scroll down and select **Log Out**.
4. Touch **Yes** to confirm.

   Your contacts, speed dial settings, favorites, and Autodial numbers are saved during logout and are available the next time you log in to your extension. If you had logged in as a guest user, the deskphone's original settings are restored upon logout.

If you logged in to this phone as a guest user, the deskphone's original settings are restored upon logout.

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